



Virtual Gateway

Enhancement Announcement



July 2006

**MassHealth
Policy
Questions?**

**Please call
MassHealth
Customer
Service:
1-800-841-2900
TTY:
1-800-497-4648**

Common Intake 2.3 is now LIVE...

Release 2.3 of the Virtual Gateway contains modifications made as a result of a new MassHealth requirement concerning **Citizenship and Identity documentation requirements**. These requirements were outlined in an announcement you recently received from MassHealth. For your convenience, here is a link to that announcement: [MassHealth Citizenship-Identity Announcement](#).

Important...

Seniors and disabled Individuals who receive Medicare or Supplemental Security Income (SSI) are exempt from the Citizenship and Identity requirements. This is because these individuals have already met documentation requirements for the Medicare and/or SSI programs.

A Tool to Assist You...

To assist your patients/clients in complying with this new requirement, MassHealth suggests that you ask those applicants claiming citizenship/national status these three questions when working with them to complete a MassHealth application on the Virtual Gateway. You may also wish to alert them ahead of time, if possible, perhaps in writing, if practicable, that you would appreciate their response to these questions:

1. Have you or any member of your household received cash assistance from the Department of Transitional Assistance for a 3 month period or longer? If so please indicate members who received this assistance.
2. Are you or any members of your household receiving Medicare coverage? If so please indicate the members who received this assistance below.
3. Do you or any member of your household receive or have you/they received Supplemental Security Income (SSI)? If so please indicate the members who receive/received this coverage.

If your client's answer to ANY ONE of these three questions is "Yes", it is likely they will not have to provide documentation verifying their citizenship and identity, as they will already have met these requirements.

**Common
Intake
Changes
Affecting
MassHealth
ONLY**

On the **Immigration Status Information** page, "Applying only for MassHealth Limited, and/or CMSP, or Healthy Start, and/or UCP" checkbox has been removed:

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the Virtual
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TTY:
617-988-3301

Also on the **Immigration Status Information** page, "Undocumented" has been added as a new value to the "Immigration Status" dropdown:

served under US command during World War II or in Vietnam? ▾

Is **Melissa Sinz** a victim of domestic abuse and no longer living with the abuser? ▾

Please tell us about **Melissa Sinz's** immigration information. List all status(es) that apply to **Melissa Sinz** since **Melissa Sinz** entered the U.S.

Immigration status: ▾

Immigration status date: ▾

Immigration status: ▾

Immigration status date: ▾

Immigration status: ▾

Immigration status date: ▾

Immigration status: ▾

Immigration status date: ▾

Immigration status: ▾

Immigration status date: ▾

US Entry Date: ▾ / ▾ / ▾

Cancel and Go Back Save and Continue

Amerasian admitted pursuant to Section 584 of Public Law 100-202
Conditional Entrant
Cuban/Haitian entrant
Deportation Withheld
Granted Asylum
Granted Parole
Victim of severe forms of trafficking
Legal Permanent Resident
Native American with at least 50% American Indian blood born in Canada
PRUCOL
Refugee
Temporary visa/other
No information
Undocumented

On the **Personal Information** page, the question "Is this person a US Citizen?" has been modified to read "Is this person a US Citizen/National?":

Demographic Information

Gender: ▾ Date of Birth: ▾ / ▾ / ▾

Does this individual need long-term care services at home? ▾

Does this person have a Social Security Number? ▾

Is this person a US Citizen/National? ▾

Ethnicity: ▾

On the **Next Steps** page, under the *Instructions for Completing the Application Process* column, this sentence has been updated to include "your identity, U.S. citizenship/national status" for MassHealth:

Home, or Uncompensated Care Pool (UCP))	<p>eligibility notices to anyone else, such as a hospital, for a certain period of time, complete the MassHealth Permission to Share form (PSI).</p> <ul style="list-style-type: none"> The type of MassHealth coverage you receive depends on your family size, income information about any other health insurance you may have, your identity, U.S. citizenship/national status, immigration status, and other circumstances. We will give you the most complete coverage type for which you qualify.
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On the **Next Steps** page, acceptable documents for verifying Name (Identity) for MassHealth are listed. In addition, the existing Name (Identity) verification lists have been reorganized specifying verification documents for *All programs* (including MassHealth), *For all programs (except MassHealth)*, and for *MassHealth only*:

Name (Identity)	All programs:
	<ul style="list-style-type: none"> • Passport • Driver's License • Certificate of US citizenship • Certificate of naturalization • Military ID • School ID
	For all programs (except MassHealth):
	<ul style="list-style-type: none"> • Birth Certificate • Alien Registration • Original Social Security Card • Hospital Birth Record • Baptismal Certificate • Court Records • Employment Papers • Health Benefits ID • Marriage License • Voter Registration Card • Wage Stubs • Work ID • Statement from a reliable third party
	MassHealth only:
	<ul style="list-style-type: none"> • Certificate of Indian Blood or other U.S. tribal document with photo or other identifying information • Alien Registration Card (Green Card - form I-151 or I-551) • Employment Authorization Card (I-327B) • Foreign Passport • Re-entry Permit (I-327) • Visas • Photo Document from INS • Military dependent's identity card • U.S. Coast Guard Merchant Mariner card • For children under 16: <ul style="list-style-type: none"> • School ID (including the individual's photo) • Military ID (including the individual's photo) • A record showing date and place of birth and parent's name from one of the following sources: <ul style="list-style-type: none"> ○ School ○ Clinic, Doctor, or Hospital ○ Day-Care or Nursery School • Parental or guardian affidavit attesting to the child's date and place of birth (cannot be used if an affidavit for citizenship was provided)

On the **Next Steps** page, under the MassHealth *Applicant Name and Verification Item* column, Name (Identity), has been added as an item to be verified for each applicant applying for MassHealth:

We have submitted your application for the programs listed below. You must follow the instructions below in order to complete the application process for all programs.			
Program Name	Contact Information	Instructions for completing application process	Applicant Name and Verification Item
		<ul style="list-style-type: none"> • The information to the right contains a list of items that MassHealth may need to process this application. • When MassHealth receives your application, we will review it and will send you a written notice within 10 days if you need to send us more information. (See verification documents listed below.) The notice also will tell you where to send the verifications. • When sending the verifications to MassHealth, it is very important to write on each page of all the documents your SSN or "application confirmation number," which is given you when you apply. This will help us process your application more quickly. • MassHealth will send all eligibility notices about all 	Name (Identity) <ul style="list-style-type: none"> • Melissa Sinz • Cindy Sinz U.S. Citizenship/National Status <ul style="list-style-type: none"> • Cindy Sinz

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"U.S. Citizenship/National Status" has also been added to the **Next Steps** page as an item to be verified for each MassHealth applicant who answers "Yes" to "Is this person a US Citizen/National?" on the **Personal Information** page:

<p>MassHealth (includes Healthy Start, Children's Medical Security Plan (CMSP) and MassHealth for Seniors and People Needing Long-Term-Care Services at Home, or Uncompensated Care Pool (UCP))</p>	<p>When you apply, this will help process your application more quickly:</p> <ul style="list-style-type: none"> MassHealth will send all eligibility notices about all members of your household only to the person who is listed on your MassHealth application as the "Head of Household". If you have named an "eligibility representative" on the MassHealth Eligibility Representative Designation form (ERD), we will also send copies of all eligibility notices to that person. If you want MassHealth to send copies of your household's eligibility notices to anyone else, such as a hospital, for a certain period of time, complete the MassHealth Permission to Share form (PSH). 	<p>U.S. Citizenship/National Status</p> <ul style="list-style-type: none"> Melissa Sinz
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Acceptable verification documents for MassHealth Citizenship/National status have also been added to the **Next Steps** page:

<p>U.S. Citizenship/National Status</p>	<p>First-Level Documents:</p> <ul style="list-style-type: none"> A U.S. passport; or A Certificate of Naturalization (DHS Forms N-550 or N-570); or A Certificate of U.S. Citizenship (DHS Forms N-560 or N-561) <p>Second-Level Documents:</p> <ul style="list-style-type: none"> A U.S. public record of birth (including the 50 states, the District of Columbia, Puerto Rico (on or after March 1, 1917), Guam (on or after April 10, 1899), the U.S. Virgin Islands (on or after January 17, 1917), American Samoa, Swain's Island, or the Northern Mariana Islands (after November 4, 1986) A Report of Birth Abroad of a U.S. Citizen (Form FS-545, Form FS-240, or Form DS-1350) A U.S. Citizen ID card (INS Form I-197 or I-179) An American Indian Card (I-872 with the classification code KIC) issued by the Department of Homeland Security (DHS) to identify U.S. citizen members of the Texas Band of Kickapoos living near the U.S./Mexican border. Final adoption decree showing the child's name and U.S. place of birth Evidence of U.S. civil service employment before June 1, 1976 An official military record showing a U.S. place of birth A Northern Mariana Identification Card (I-873) issued by the INS to a collectively naturalized citizen of the United States who was born in the Northern Mariana Islands before November 4, 1986. <p>Third-Level Documents:</p> <ul style="list-style-type: none"> Extract of U.S. hospital record of birth on hospital letterhead that was created at least 5 years before the initial application date. Do not accept a souvenir birth certificate. Life, health, or other insurance record showing a U.S. place of birth that was created at least 5 years before the initial application date <p>Fourth-Level Documents:</p> <ul style="list-style-type: none"> Federal or state census record showing U.S. citizenship or a U.S. place of birth and person's age Admission papers, indicating a U.S. place of birth, from a nursing home or other institution that were created at least 5 years before the initial application date Medical (clinic, doctor, or hospital) record indicating a U.S. place of birth that was created at least 5 years before the initial application date, unless the application is for a child under age 5 Other documents created at least 5 years before the initial application for MassHealth: American Indian tribal census records, U.S. State Vital Statistics official notification of birth registration, an amended U.S. public birth record that was amended more than 5 years after the person's birth, or a statement from a physician/midwife who was in attendance at the birth *Written affidavit* <p>*Affidavits (written statements) should be used only in rare circumstances when the applicant or member is unable to provide evidence of U.S. citizenship/national status from any other source listed. Two affidavits must be submitted. One of the two affidavits must be from an individual who is not related to the applicant or member. Each individual providing an affidavit must have personal knowledge of the event(s) establishing the applicant's or member's claim of U.S. citizenship/national status; for example, the date and place of the applicant's birth in the United States. The individuals providing the affidavits must also provide proof of both their own U.S. citizenship/national status and identity for the affidavit to be accepted. If these individuals also know why documentary evidence of the applicant's or member's claim of U.S. citizenship/national status cannot be provided, this should be included in the affidavit; otherwise, the applicant or member must provide a separate affidavit explaining why.</p>
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